

Professional Services

We manage the technology so you don't have to

Civica understands that IT departments are under increasing pressure to deliver more with less. We have a suite of professional services to support the day-to-day running of your IT infrastructure.

In the current environment, organisations are facing relentless services and efficiency demands. Civica's professional services provide the foundation for assured and efficient service delivery, with reduced cost and risk of technology ownership.

Our customers work with us as we have the necessary skills, resource and expertise to deliver these services to meet their SLAs.

Technical design services:

- > **Cloud based solutions:** through consultation, we can demonstrate how moving your systems and data to the cloud increases adaptability and resilience, whilst reducing demand on resource and operational costs. As well as demonstrating an ROI, your plan for moving to cloud based services will be delivered in line with your strategic objectives.
- > **Internet security:** your challenge is to expand and maximise your networks whilst maintaining the highest level of security. In identifying the risks your systems as open to, we can design an appropriate solution to eliminate them. You can rely on our expertise and resource to protect your business and ultimately your customers.
- > **Network design (LAN and WAN):** our focus lies in designing adaptable, resilient data and communications infrastructure that delivers the highest level of performance, without exceeding your budget. Our network design considers not only your objectives today, but your future requirements.
- > **Business continuity and disaster recovery:** we can help you realise your disaster recovery plan by drawing on our experience of implementing a range of robust solutions for our customers. Our aim is for you to be confident that your business will keep running whatever

Customer reference

Civica provided a bespoke, high level network design, coupled with installation and support, to delivers a UK wide voice and data network to **Frazer-Nash Consultancy**. With complex wide area network security and IP routing, the design had to adhere to and incorporate strict reliability requirements imposed by Frazer-Nash Consultancy and its customers.

"Civica has given us invaluable advice and assistance over many years in support of the development of our IT infrastructure. The level of technical understanding demonstrated and ability to work as part of our team has been excellent".

**Martin West, Head of IT
Frazer-Nash Consultancy**



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- > **VMware capacity planning consultancy:** plan your storage capacity effectively and consolidate systems for maximum usage. Discover how efficiently your servers are running and how costs can be minimised.

Support services:

- > **Service desk:** to maintain staff productivity, a certain level of service is expected of your IT team, which can often be demanding. By outsourcing your service desk you remove this risk and can rely on Civica's expertise and proven processes to help you meet your SLAs. Users receive a professional and prompt service and you no longer need worry about delivering effective helpdesk support.
- > **Remote administration service:** our team of expert engineers proactively monitor your environment, enabling your IT staff to focus on more strategic projects. You are alerted of any issues, which we will resolve within SLA timescales. Eliminate the need to implement systems management tools, as well as the resource required to maintain them.
- > **Desktop support:** with highly skilled engineers located throughout the UK, we can solve your IT problems regardless of where you are, and fast. You can select response times and service levels to suit your needs and budget.
- > **Network management:** managing networks is an ongoing challenge as technology changes along with business needs. From the design of your dynamic network, including cabling requirements, through to its 24x7 monitoring, our expert network engineers focus on delivering high reliability and security at an affordable cost.
- > **Onsite hardware provision and support:** as well as helping with installation, Civica provides ongoing hardware support. Our highly skilled field engineers are based all over the UK, so we can provide a local response to solve your IT problems in no time at all. Choose response times and service levels to suit your business needs.

Our professional services help you deliver maximum up-time and increased efficiency, as well as reducing the cost and resource required to deliver day-to-day operations.

Reducing your impact on the environment

Our professional services involve you utilising Civica's infrastructure. This reduces the need for power hungry hardware and facilities on-site, lowering your energy consumption and carbon footprint. Civica's data centres employ world leading, energy efficient technology; delivering a cost benefit we can share with our customers.



About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.



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